Daniel A. Jacobson

Independence, Missouri 64055
(816) 461-0453
djacobson@dajonline.com

"...as for me and my house, we will serve the LORD." Joshua 24:15b

Computer User Support Technician

Seeking a permanent Microsoft PC Tier 2 (Level 2) Desktop Support Technician

CompTIA A+ Certified CE Computer support assisting Microsoft PC users in business office and production settings. Set up Hardware and software on new and existing computers. Use Active Directory to configure permissions and access to network devices like servers and printers. Configured user accounts and permissions, reset passwords. Help users understand how to use their computers in easy-to-understand language. In-stall, terminate and test CAT5 network cabling. Configure routers and switches. Use ticketing systems like Service Now to accurately document customer issues and work done. Created Windows batch files to streamline procedures. Teleworked during the Covid-19 situation. Assist end users via phone, remote desktop and in person. User and Microsoft OS Migration. OS upgrades.

12/2021 – Present	Personal Time & Education
08/2021 - 11/2021	COVID-19 and Recovery

Experience

09/03/2019 – 06/17/2021
US Army Corps of Engineers - Kansas City, Missouri
  Desktop Support
  • Answer user inquiries regarding computer software or hardware operations to resolve problems.
  • Collaborate with others to resolve information technology issues.
  • Installed software.
  • Maintain records of daily data communication transactions, problems and remedial actions taken or installation activities.
  • Provide technical support for software maintenance or use.
  • Read documents to gather technical information.
  • Refer major hardware or software problems or defective products to vendors or technicians for service.
  • Set-up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.
  • Teleworked every other week during the 2020-2021 COVID-19 situation.
  • Used remote desktop software to access end user's computers.

08/05/2019 - 08/06/2019
Tortoise - Lenexa, Kansas
  PC Technician
  - Install Windows 10 and software on Laptops & desktops.

08/27/2018 - 03/29/2019
Internal Revenue Service - Kansas City, Missouri
  Desktop Support
  - Answered user inquiries regarding computer software or hardware operation to resolve problems.
  - Collaborated with others to resolve information technology issues.
  - Entered commands and observe system functioning to verify correct operations and detect errors.
  - Installed and maintained computer hardware.
  - Installed and performed minor repairs to hardware, software or peripheral equipment following design or installation specifications.
  - Read technical manuals, confer with users or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
  - Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.
  - Used remote desktop software to access end user's computers.

03/19/2018 - 04/27/2018
Kansas City Star - Kansas City, Missouri
  Desktop Support
  - Answered user inquiries regarding computer software or hardware operation to resolve problems.
  - Entered commands and observed system functioning to verify correct operation and detect errors.
  - Installed and performed minor repairs to hardware, software or peripheral equipment following design or installation specifications.
  - Maintained records of daily data communication transactions, problems and remedial actions taken or installation activities in Cherwell Ticketing System.
  - Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.

01/08/2018 - 01/16/2018
US Air Force - Springfield, Illinois
  Desktop Support (Civilian contract)
  - Windows 10 Refresh: Imaging PCs from pre-configured images.
  - Entered commands and observed system functioning to verify correct operations and detect errors.

12/12/2017 - 12/29/2017
Kansas City Star - Kansas City, Missouri
  Desktop Support
  • Temporary assignments while a permanent employee was on leave.
  • Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.

12/06/2017 - 12/08/2017
Whiting–Turner - Kansas City, Missouri
  Desktop Support
  • OS Migration: Windows 7 to Windows 10.
  • Entered commands and observed system functioning to verify correct operations and detect errors.
  • Installed and performed minor repairs to hardware, software or peripheral equipment, following design or installation specifications.

12/04/2017 - 12/05/2017
Vistar - Riverside, Missouri
  Desktop Support
  • OS Migration: Windows 7 to Windows 10.
  • Entered commands and observed system functioning to verify correct operation and detect errors.
  • Installed and performed minor repairs to hardware, software or peripheral equipment following design or installation specifications.
  • Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.

10/25/2017 - 10/26/2017
Wells Fargo - Overland Park, Kansas
  Desktop Support
      • Moved computers from old offices to new.

05/19/2017 - 08/21/2017
Kansas City Star - Kansas City, Missouri
  Desktop Support
  • Temporary assignments while a permanent employee was on leave.
  • Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.

02/20/2017 - 05/03/2017
Sprint - Overland Park, Kansas
      RAN Service Assurance Acceptance

08/22/2016 - 08/24/2016
Allstate - Overland Park, Kansas
Desktop Support
- OS Migration: Windows XP to Windows 7.
- Entered commands and observed system functioning to verify correct operations and detect errors.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.

06/06/2016 - 07/22/2016
Harley Davidson - Kansas City, Missouri
Desktop Support
- Temporary assignment while a permanent employee was on leave.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Encrypted Laptops and Managed User access via the network with McAfee ePolicy
- Orchestrator.
- Entered commands and observed system functioning to verify correct operations and detect errors.
- Imaged PCs via the network with IBM Tivoli Provisioning Manager.
- Inspected equipment and read order sheets to prepare for delivery to users.
- Installed and performed minor repairs to hardware, software or peripheral equipment, following design or installation specifications.
- Maintained records of daily data communication transactions, problems and remedial actions taken or installation activities in Service Now.
- Oversaw the daily performance of computer systems.
- Password Resets with IBM Tivoli V-Pass Administrator.
- Referred major hardware or software problems or defective products to vendors or technicians for service.
- Retired and documented computers at end-of-life.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.

01/13/2016 - 01/29/2016
Lee Jeans - Merriam, Kansas
Desktop Support
- Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Installed and performed minor repairs to hardware, software or peripheral equipment.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.

07/20/2015 - 10/21/2015
Reko Market Direct - Blue Springs, Missouri
Desktop Support
- Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Developed training materials and procedures or trained users in the proper use of hardware or software.
- Developed procedures to program handheld scanners 90% faster.
- Documented processes for future comprehension.
- Installed and performed minor repairs to hardware, software or peripheral equipment, following design or installation specifications.
- Presented basic orientation to new users and provided training to experienced users as system changes occur.
- Read technical manuals, conferred with users or conducted computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Referred major hardware or software problems or defective products to vendors or technicians for service.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.
- Set up network Wi-Fi access point.
- Used Active Directory to create new users, adjusted permissions, set printers fixed IP's.

09/10/2014 - 02/12/2015
Children's Mercy Hospital - Kansas City, Missouri
Desktop Support
- OS Migration: Windows XP to Windows 7.
- Completed over 240 PC migrations; each was started and finished on the same day to reduce downtime.
- Installed and performed minor repairs to hardware, software or peripheral equipment following design or installation specifications.
- Insured that end users had all software needed to perform their tasks.
- Repaired or replaced PCs as needed.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.
- Used Microsoft Active Directory to install select programs per user needs.
- Worked in harmony with users to ensure good workflow.

05/12/2014 - 05/15/2014
Assurant - Kansas City, Missouri
Desktop Support
- OS Migration: Windows XP to Windows 7.
- Installed and performed minor repairs to hardware, software or peripheral equipment following design or installation specifications.
- Set up equipment for employee use, performing or ensuring proper

installation of cables, operating systems or appropriate software.
02/24/2014 - 04/25/2014
Saint Luke's Hospital - Kansas City, Missouri

Desktop Support
- OS Migration: Windows XP to Windows 7.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.
- Worked in harmony with users to ensure good workflow.

US Air Force Veteran

Volunteer work for non-profit organization

Upgraded and maintained **CSAMA** (Creation Science Association for Mid-America) Web Site

(No longer maintaining)

- Analyzed user needs to determine technical requirements.
- Backed up files from Web sites to local directories for instant recovery in case of problems.
- Communicated with Web site hosting agencies to address hardware or software issues affecting the Web site.
- Creation and maintenance of an online presence and publication of a digital newsletter.
- Designed, built and maintained Web sites, using authoring or scripting languages, content. creation tools, management tools and digital media.
- Developed style guidelines for Web site content.
- Developed Web site maps and page templates.
- Established appropriate server directory trees.
- Evaluated code to ensure that it is valid, is properly structured and is compatible with browsers and devices.
- Identified and maintained links to and from other Web sites and checked links to ensure proper functioning.
- Implemented procedures for ongoing Web site revision.
- Maintained understanding of current Web technologies or programming practices through continuing education and reading.
- Performed Web site updates.
- Registered Web sites with search engines to increase Web site traffic.
- Renewed domain name registrations.
- Selected programming languages, design tools or applications.
- Wrote supporting code for Web applications or Web site.
- Wrote, designed and edited Web page content.

Education
Ongoing

Coursera – Online
- Continuing Education
- Multiple Subjects

New Horizons - Overland Park, Kansas
- CompTIA A+ CE
  - Obtained CompTIA A+ CE Certificate
- Network+

Electronic Computer Programming Institute – Kansas City, Missouri
- Computer Programming
- Fundamentals of Data Processing

Self-Education
- PC Hardware, Software.
- Microsoft operating systems through Windows 11
- Microsoft Batch
- Networking
- Web Development
  - HTML
  - CSS
- Experimenting with Linux

The most recent version of this resume and more can be found at:

http://www.dajonline.net/resume/Detailed

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